



HR Volunteer Performance Strategy

(Forms part of Human Resources Management Policy)

1. Scope:

The Taillem Bend Community Centre Inc. (TBCC) undertakes to assist volunteers to maintain and if necessary improve their performance through counselling and support systems. These systems are aimed at ensuring volunteers are treated fairly and that they are provided every opportunity to meet the standards required in their work areas.

2. Purpose:

The purpose of this document is to ensure that a consistent approach is followed for managing performance issues for all volunteers.

3. Strategy:

TBCC is committed to providing all volunteers with prompt counselling aimed at addressing poor volunteer behaviour.

TBCC Coordinator undertakes to assess each individual case on its merits and to provide adequate opportunity for volunteers to respond to allegations.

Any proposed disciplinary action will be fair and reasonable, taking into consideration the severity and nature of the offence and the volunteer's work record.

TBCC will also maintain its integrity and service to its clients by ensuring operational requirements are met. Consistent with this, volunteers who fail to respond to counselling after due process has been followed may have their duty terminated.

Volunteers whose performance is unsatisfactory will be given clear instruction as to the reasonable expectations of them in their job.

4. Responsibility:

It is the responsibility of **Management** to ensure that:

- Volunteers are aware and understand the principles of fair counselling and due process and that they are applied in the workplace;
- All decisions relating to counselling are made taking into consideration the facts of the matter and ensuring the volunteer is provided with due process.

It is the responsibility of the **Volunteer** to ensure that:

- They respond positively to counselling and attempt to improve behaviour and performance to acceptable levels at all times.

It is the responsibility of the **Committee and Coordinator** to ensure that:

- All decisions relating to counselling are made taking into consideration the facts of the matter and ensuring due process has been adhered to;

- All Committee members and staff are aware of their obligations and responsibilities in relation to counselling and fair treatment of volunteers'
- Ongoing support and guidance is provided to all volunteers in relation to counselling principles and practice.

5. Definitions:

Informal Counselling refers to a verbal discussion between a Co-ordinator and a volunteer over a performance, work standard or other issue.

Formal Counselling refers to a counselling session that, results in a written document to record the incident and its outcomes.

Witness means any person nominated by the volunteer to provide support during a formal counselling session.

Date first formulated	December 2015 (previously Volunteer Performance Issues Policy February 2007)	
Dates approved by Board	V1 (Incorporated into Human Resources Management Policy as HR Volunteer Performance Strategy)	June 2016
Next Review Date	June 2019	
Related Documents	Feedback and Complaints Policy HR Volunteer Performance Procedures Human Resources Management Policy Privacy and Confidentiality Policy Volunteer Pack	
Signed on behalf of TBCC Board of Management by:		
Name: Lorraine Cresp		
Position held: Chairperson		
		Signature: 